TRILIO

CUSTOMER CASE STUDY

EXECUTIVE SUMMARY

A leading player in the telecommunications industry in the LATAM region offering a variety of Business to Consumer (B2C) and Business-to-Business (B2B) services to their customers including digital solutions for cloud, security, big data, as well as traditional voice and data solutions.

In 2020 they wanted to provide their B2B clients with a managed cloud platform with self-management capabilities, using a streamlined environment to combine the company's disparate technologies and tools. To do this they needed to select and deploy a platform that would help shape the digital transformation of their B2B customers". They selected Red Hat OpenShift which then led to evaluating Red Hat partners, with that purpose in mind.

Trilio, as a Red Hat Tier One Partner, with a focus on Red Hat OpenShift product integration was evaluated and selected. Red Hat OpenShift and Trilio for OpenShift's product capabilities became the cornerstone of a partnership between Trilio and the customer.

CHALLENGE	SOLUTION
Heterogeneous Systems Integration	Red Hat OpenShift
Flexibility to provide additional services to their customers.	Trilio for OpenShift
Solution that allowed the company to automate processes, integrate legacy and modern technologies, and reduce time to market.	
Scalability given that they had more than 20 million users.	
Improve user experience through faster and reliable deployments.	

RESULTS

- 65% improvement in time to market
- 5 million monthly users are being protected.
- 60,000 concurrent users at any given time
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KEY TAKEAWAYS

- ✓ Kubernetes Platform ...
- ✓ Encrypted backups at application granularity
- ✓ Ransomware protection through S3 object locking mechanism
- ✓ Currently migrating their ecommerce business to this platform
- ✓ All their digital channels and core of the company also running in this platform

THE JOURNEY

Engagement:

Given the cloud-based solution the customer decided to focus on cloud-native technologies and eliminated traditional backup and recovery solutions which they considered tired, and people intensive to support and run. In addition, because of the potential scale of the solution where millions of users were being served, the evaluation was methodical, and not only evaluated for key functionality, but it was also tested for scalability and time to recover from a disaster. Trilio for OpenShift ended up with a much higher score than any of the other solutions being evaluated and Trilio was selected, because of its tighter integration with Red Hat OpenShift.

Deployment:

The deployment of Trilio in the customer's environment was seamlessly executed using the RedHat OpenShift operator installation method. Noteworthy aspects acknowledged by the client during this installation process include:

Trilio's operator-based installation via the Red Hat certified OperatorHub, facilitated a straightforward and efficient installation with just a few clicks. It also manages the lifecycle of Trilio’s solution.

Big Data applications:

For their Big Data project, Trilio collaborated with the customer and Red Hat during the planning and conception, and deployment phase. Key highlights of this engagement include:

- Thorough analysis of the customer's architecture in collaboration with Red Hat to outline the best ways to integrate Trilio into their environment.
- Planning meetings that successfully guided the customer in understanding the prerequisites for deploying Trilio.
- Smooth deployment process facilitated by Trilio's operator nature, allowing for easy configuration of the cluster, operator installation, and creation of the Backup Target, scheduled backups and retention policies.

Project-Specific Configurations

In addition to the initial deployment, Trilio configured granular backups for other projects, offering flexibility and granularity in recovery options (Namespace recovery, Helm Chart recovery, Operator Recovery, only Data or Metadata recovery…). Whether through namespace-based or operator-based configurations, Trilio ensures a quick recovery process, allowing selective restoration in case of accidental deletions.

Expansion of Use Cases

Since the initial deployment phase, the customer has expanded their use cases beyond Backup & DRP. They are now actively addressing multi-cloud environments, utilizing off-prem public cloud facilities more extensively.

Backup Customization and Storage

Post-deployment, the customer opted to backup applications in diverse ways and store the backups in various locations (NFS) and S3 buckets based on specific end-customer requirements. This approach ensures the segregation of backups for different users, enhancing security for critical applications.

Migration of application using Transformation:

The migration of applications across OpenShift clusters emerged as a crucial use case for the customer. They successfully deployed Trilio across multiple OpenShift clusters, enabling them to seamlessly migrate

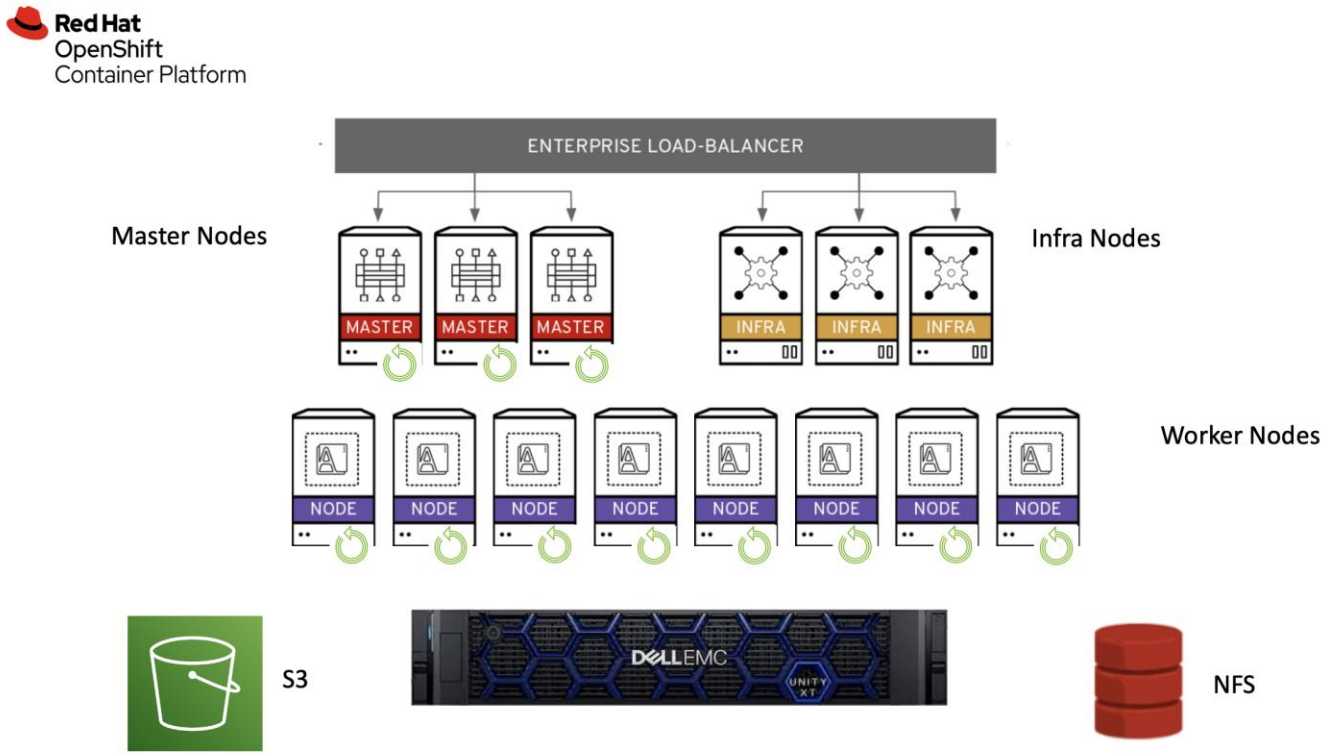
applications while also making necessary configuration changes on the fly. Notable examples of transformations leveraged by the customer during migration included:

Route Transformation:

The customer efficiently managed route transformations, recognizing that routes were mapped with cluster names in OpenShift. Trilio facilitated a smooth transition during migration while ensuring the correct mapping of routes in the destination cluster.

ConfigMap Transformation

When the customer needs to restore an application to a different cluster, which is accessing a different database, a ConfigMap that holds the database credentials can be updated (transformed) at restore time, providing a smooth recovery.



Post-Deployment

Following the completion of Trilio's deployment, we offered extended guidance to the customer by enabling them to use Trilio effectively and keep them informed about new features and capabilities of later releases. This involved:

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CUSTOMER CASE STUDY

Setting up enablement sessions with their Operations team to help them operate the platform successfully, and on top of that, inform them continuously of new features and helpful integrations between Trilio and Red Hat OpenShift. Some of these discussions displayed Trilio's advanced comprehension of the Red Hat OpenShift Container Platform.

As part of these enablement sessions, more thorough tests were performed, as the applications protected were mission critical, and the Operations team needed reassurance that they could successfully restore applications at will.

DECISION CRITERIA	WHY TRILIO
The customer's decision was based on: ☐ Cloud native data protection solution ☐ Tight integration with Red Hat OpenShift capabilities ☐ Ease of management ☐ Security ☐ Scalability ☐ No vendor lock-in	Built from the ground up for Kubernetes/OpenShift, cloud native in mind. Best integration with Red Hat OpenShift in the industry Advanced management capabilities through Ansible and ACM High security standards, following NIST recommendations. Trilio grows with your cloud. Trilio, in all its products uses QCOW2 and JSON formats to store the backups, hence avoiding vendor lock-in

CONCLUSION

This case study showcases the collaboration between our client, Red Hat, and Trilio and is a testament to the power of strategic partnerships in navigating the complexities of modern IT ecosystems. By choosing Trilio, our client not only secured their data but also fortified their position as innovators in the telecommunications sector. This case study showcases the synergy between industry leaders, resulting in a resilient and forward-looking IT infrastructure. The customer now is backing up for 5 million monthly users.

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We are a leading provider of cloud-native Data Protection software solutions, supporting private, public and hybrid-clouds, engineered from ground up for Kubernetes, KubeVirt and OpenStack environments. At Trilio, we believe that data protection should be effortless, automated, and predictable. Our platforms deliver a modern data protection experience that gives customers more power and control over their applications and data. Cloud Architects, Platform Engineers, ITOps and DevOps departments, rely on Trilio technology for operational resiliency to perform critical tasks such as data backup and recovery, migration, ransomware protection, application mobility and disaster recovery.

Either in place, or into other clusters and clouds, Trilio's software dramatically reduces the amount of time spent on restoration and migration activities empowering customers from diverse sectors, such as telecommunications, financial services, defense, automotive and healthcare with the ability to easily deploy, manage and scale applications with confidence. Trilio has been a Premier Red Hat partner since 2017.